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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/874,082	06/04/2001	David M. Payne	10004623-1	6210

7590 07/01/2005  
HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
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EXAMINER	
EBRAHIMI DEHKORDY, SAEID	
ART UNIT	PAPER NUMBER
2626	

DATE MAILED: 07/01/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b> 09/874,082	<b>Applicant(s)</b> PAYNE ET AL.	
	<b>Examiner</b> Saeid Ebrahimi-dehKordy	<b>Art Unit</b> 2626	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 29 March 2005.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1,3-13,22-29 and 32-46 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1,3-13,22-29 and 32-46 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 04 June 2001 is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |                                                                                                                        |                                                                                         |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                                            | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____                                                |

### **Response to Amendment**

1. Applicant's arguments with respect to claim 1-47 have been considered but are moot in view of the new ground(s) of rejection.

Applicant explains the way independent claims have been amended to include the limitation, which the printer is directly connected to the Internet and the communication is not done through the computer. Examiner points out Motoyama et al, Figs. 11 and 12 items 602 and 604 the printers which are connected to the internet directly to communicate with the service center 502 of Fig.11, column 14 lines 20-62).

### ***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claim1, 3-13,22-29 and 32-46 are rejected under 35 U.S.C. 102(e) as being anticipated by Motoyama et al (U.S. patent 6,631,247)

Regarding claim 1, 22, 29 and 41-42 Motoyama et al disclose: A diagnostic service system comprising: a printing device (note Fig.12 items 602 and 604 the printers) configured to self-determine a need for technical support (note Fig.11 item 502 the service center, column 14 lines 20-25 where the printers 602 and 604 sent status messages to the service center 502) a technical support system (note Fig.11 item 502) configured to receive information from the printing device via a network communication

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link that couples the printing device directly to the technical support system (note Figs.11 and 12 items 602 and 604 of Fig.12 and item 502 of Fig.11, column 14 lines 20-25 where the printers are connected directly to the internet and then on to the service center 502 or Fig.11 without any help from computer) the information from the printing device corresponding to the self-determined need for technical support (note column 14 lines 25-54 where the self diagnostics of the printer like lack of electrical power, needing toner replacement or any other device problem) the technical support system further configured to determine a solution for the printing device in accordance with the received information (note Fig.17, lines 55-65, where the service center receives diagnostic from the printer, note column 17 lines 13 when the service center response to the device) and the printing device further configured to receive the solution from the technical support system and implement the solution to resolve the need (note column 9 lines 10-19 where the copier or printer would receive email from the service center) the solution being received from the technical support system via the network communication link (note column 14 lines 20-25).

Regarding claim 3 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the technical support system is configured to receive the information from the printing device as part of an email message (note Fig.16, column 16 lines 49-53).

Regarding claim 4 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is configured to receive the solution as part of an email message (note column 17 lines 1-19).

Regarding claim 5 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to compare the received information with descriptions of device needs for technical support to determine the solution each description of a device need for technical support corresponding to one or more solutions (note Fig.26 column 21 lines 66-67 and column 22 lines 1-8)

Regarding claim 6 Motoyama et al disclose: A diagnostic service system as recited in claim 1, further comprising a database configured to maintain one or more descriptions of device needs for technical support, and one or more solutions corresponding to a particular description of a device need for technical support (note column 22 lines 1-39).

Regarding claim 7 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to maintain the received information and generate a corresponding reference identifier, and wherein the printing device is further configured to receive the reference identifier (note column 22 lines 10-40).

Regarding claim 8 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to initiate communication with the technical support system and provide the information to the technical support system (note Fig.17 column 16 lines 43-54).

Regarding claim 9 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to provide the

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information to the technical support system without user interaction with the printing device (note column 16 lines 43-46).

Regarding claim 10 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render a notification of the self-determined need for technical support and wherein the printing device is further configured to provide the information to the technical support system after receiving an instruction to said provide the information (note column 14 lines 20-55).

Regarding claim 11 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render instructions for user interaction with the printing device to said implement the solution (note column 17 lines 1-9).

Regarding claim 12 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render printed instructions for user interaction with the printing device to said implement the solution (note column 17 lines 1-25).

Regarding claim 13 Motoyama et al disclose: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to download an Internet resource to said implement the solution (note column 19 lines 66-67 and column 20 lines 1-5).

Regarding claim 23 Motoyama et al disclose: A printing device as recited in claim 22, wherein the interface component said initiates communication and provides

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information without user interaction with the printing device (note column 16 lines 43-46).

Regarding claim 24 Motoyama et al disclose: A printing device as recited in claim 22, wherein the diagnostic component said implements the solution without user interaction with the printing device (note column 17 lines 15-23).

Regarding claim 25 Motoyama et al disclose: A printing device a recited in claim 22, further comprising a display device configured to render a notification of the self-determined need for technical support and wherein the interface component said initiates communication after receiving an instruction to said provide the information (note column 7 lines 16-29).

Regarding claim 26 Motoyama et al disclose: A printing device as recited in claim 22, further comprising a printing assembly configured to print a notification of the self-determined need for technical support, and wherein the interface component said initiates communication after receiving an instruction to said provide the information (note column 16 lines 55-65).

Regarding claim 27 Motoyama et al disclose: A printing device as recited in claim 22, further comprising a display device configured to render instructions for user interaction with the printing device to said implement the solution (note column 7 lines 16-29).

Regarding claim 28 Motoyama et al disclose: A printing device as recited in claim 22, further comprising a printing assembly configured to print instructions for user

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interaction with the printing device to said implement the solution (note column 17 lines 1-8).

Regarding claim 32 Motoyama et al disclose: A method as recited in claim 29, wherein said communicating comprises communicating the information to the technical support system as part of an email message (note column 16 lines 43-54).

Regarding claim 33 Motoyama et al disclose: A method as recited in claim 29, wherein said receiving comprises receiving the solution as part of an email message (note column 17 lines 1-47).

Regarding claim 34 Motoyama et al disclose: A method as recited in claim 29, further comprising initiating communication with the technical support system without user interaction with the printing device said initiating communication to provide the information (note column 16 lines 43-46).

Regarding claim 35 Motoyama et al disclose: A method as recited in claim 29, further comprising rendering a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information (column 16 lines 55-65).

Regarding claim 36 Motoyama et al disclose: A method as recited in claim 29, further comprising printing a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information (note column 22 lines 40-60).

Regarding claim 37 Motoyama et al disclose: A method as recited in claim 29, further comprising determining the solution by comparing the information with

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descriptions of device needs for technical support, each description of a device need for technical support corresponding to one or more solutions (note column 21 lines 66-67 and column 22 lines 1-18).

Regarding claim 38 Motoyama et al disclose: A method as recited in claim 29, further comprising generating a reference identifier corresponding to the information, the technical support system maintaining the information and providing the reference identifier to the printing device (note column 22 lines 20-39).

Regarding claim 39 Motoyama et al disclose: A method as recited in claim 29, wherein said implementing comprises rendering user instructions for user interaction with the printing device to said resolve the need (note column 17 lines 1-25).

Regarding claim 40 Motoyama et al disclose: A method as recited in claim 29, wherein said implementing comprises printing user instructions for user interaction with the printing device to said resolve the need (note column 17 lines 3-22).

Regarding claim 43 Motoyama et al disclose: A method as recited in claim 42, wherein: said initiating comprises initiating with the printing device (note column 16 lines 43-54) said communicating comprises communicating with the printing device (note column 17 lines 14-18) said receiving comprises receiving with the printing device and said implementing comprises implementing with the printing device (note column 17 lines 1-25).

Regarding claim 44 Motoyama et al disclose: A method as recited in claim 42, further comprising determining the solution by comparing the information with descriptions of device needs for technical support, each description of a device need for

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technical support corresponding to one or more solutions (note column 21 lines 66-67 and column 22 lines 1-20 and 21-40).

Regarding claim 45 Motoyama et al disclose: A method as recited in claim 42, wherein said implementing comprises displaying user instructions for user interaction with the printing device to said resolve the need (note column 7 lines 16-29).

Regarding claim 46 Motoyama et al disclose: A method as recited in claim 42, wherein said implementing comprises printing user instructions for user interaction with the printing device to said resolve the need (note column 9 lines 10-19 also note column 17 lines 1-25).

### **Conclusion**

4. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

### **Contact Information**

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- Any inquiry concerning this communication or earlier communications from the examiner should be directed to *Saeid Ebrahimi-Dehkordy* whose telephone number is (571) 272-7462.

The examiner can normally be reached on Monday through Friday from 8:00 a.m. to 5:30 p.m. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kimberly Williams, can be reached at (571) 272-7471.

**Any response to this action should be mailed to:**

Assistant Commissioner for Patents  
Washington, D.C. 20231

**Or faxed to:**

(571) 273-8300, (for **formal** communications; please mark  
**"EXPEDITED PROCEDURE"**)

**Or:**

(703) 306-5406 (for **informal** or **draft** communications, please label  
"PROPOSED" or "DRAFT")

**Hand delivered responses** should be brought to Knox building on 501 Dulany Street, Alexandria, VA.

Any inquiry of a general nature or relating to the status of this application should be directed to the Group Receptionist whose telephone number is (703) 305-4750.

*Saeid Ebrahimi-Dehkordy*  
Patent Examiner  
Group Art Unit 2626  
June 23, 2005

*KA Williams*  
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SUPERVISORY PATENT EXAMINER